

further performing a monitoring process without human intervention, said monitoring process including reviewing said records and vehicle activity information to identify transportation services which are not being adequately provided; and

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cont.* communication circuitry forwarding instructions produced by said dispatching process from said processing circuitry to a vehicle; said communication circuitry further providing vehicle activity information relating to said vehicle to said processing circuitry for review by said monitoring process.

C2. 31. (Amended) The system of claim 30 wherein said dispatching process includes selecting said route in accordance with routing criteria demanded by governmental or insurance entities.

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C3 34. (Amended) A system for controlling vehicles to provide transportation services, comprising:

a database including records each documenting needed transportation services requested by customers;

processing circuitry performing a system status management process without human intervention, said system status management process including reviewing said records and current vehicle activity information to determine and predict future

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needs for transportation services and comparing said future needs to expected availability of transportation services to identify future times at which available transportation services will not meet predicted needs, and generating, without human intervention, instructions for said vehicles directing said vehicles to identified locations so as to improve the availability of transportation services at future times.

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31. (Amended) The system of claim 1, wherein

[A system for controlling a vehicle to provide a transportation service, comprising: controller processing circuitry generating instructions for forwarding to a vehicle to instruct said vehicle in providing said transportation service, said instructions including a routing message indicating a route to be taken by said vehicle to its desired destination;

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controller communication circuitry forwarding instructions produced by said controller processing circuitry toward a vehicle, and receiving]

said communication circuitry receives responses from a vehicle and [delivering] delivers said responses to said [controller] processing circuitry; and further comprising

vehicle communication circuitry receiving instructions and forwarding responses; and

vehicle processing circuitry delivering instructions received by said vehicle communication circuitry to a vehicle